AT&T
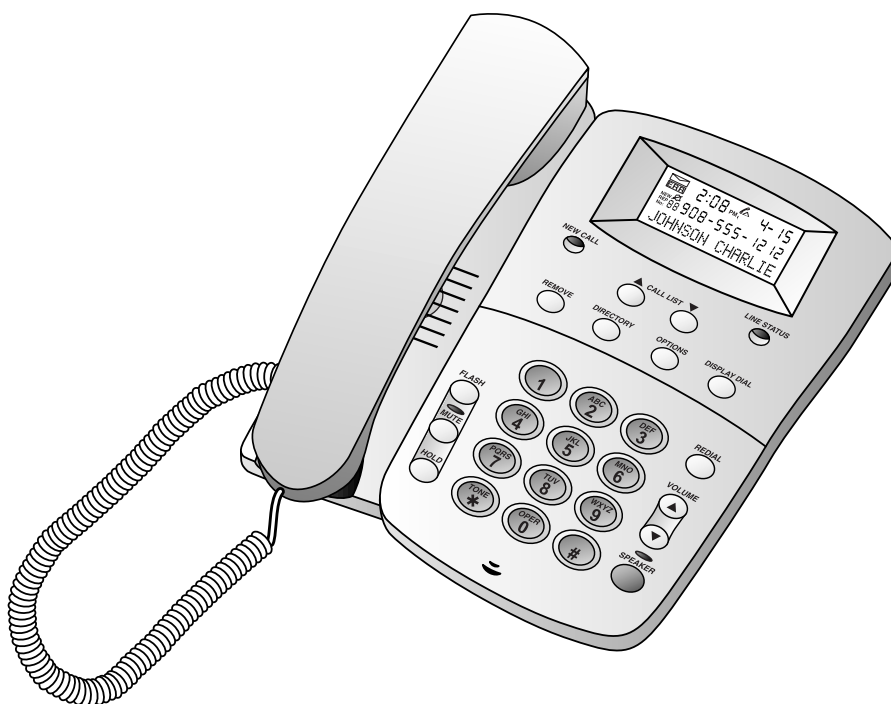
Telephone with Caller ID 957

For Customer Service Or Product Information, Visit Our Website At www.telephones.att.com

Please also read
Part 1 — Important Product Information

CONTENTS

BEFORE YOU BEGIN

About Caller Identification (Caller ID)

This product has a Caller ID with Call Waiting feature that works with service from your local phone service provider.

Caller ID with Call Waiting lets you see who's calling before you answer the phone, even when you're on another call.

You may need to change your phone service to use this feature. Contact your phone service provider if:

- You have both Caller ID and Call Waiting, but as separate services (you may need combined service)
- You have only Caller ID service, or only Call Waiting service
- You don't subscribe to any Caller ID or Call Waiting services.

You can use this product with regular Caller ID service, and you can use this product's other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service.

There are fees for Caller ID services, and they may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

About Call History

This phone assigns each incoming call a number from 1 to 99. The most recent call will have the highest number. When the memory is full, the oldest call information is deleted to make room for new incoming call information.

If you answer a call before call information appears on the screen, it will not be in the call history.

About Home Area Code and Local Area Codes

Always program your home area code, and, if you need them, up to four local area codes (see "Set Home Area Code" and "Set Local Area Codes" on pages 8 and 9). Programming these area codes will change how numbers are displayed in the call history, and will allow for correct operation of the Display Dial feature.

INSTALLATION

Table/Desk Installation

1 **(Optional)** You can adjust how much the phone tilts by pushing outward with your thumbs on the recessed "feet." Push the feet out from the inside of the base, until they snap into place. If a foot comes out, align the arrow on the foot with the arrow on the base, and squeeze the foot back in from the inside of the base.
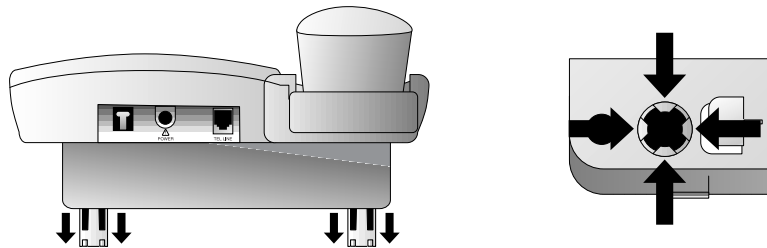
2 **Set the dial mode.**
This phone comes set for touch tone dialing (**TT**). If you have dial pulse (rotary) service, set the swich on the underside of the phone to DP.
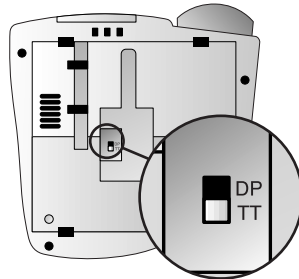
3 **Attach the base to the telephone.**
Turn the base so that the smaller end is toward the bottom of the telephone, then attach.
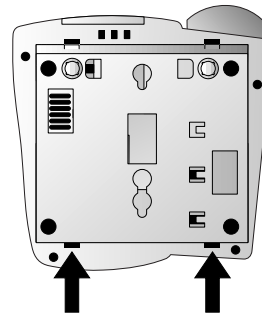
4 **Connect the line cord to the telephone.**

5 **Thread the power cord through the strain-relief tab, then plug it into the jack labeled POWER.**
(Make sure the plug is vertically oriented.)

⚠ Use only the power cord supplied with this product. If you need a replacement, call 1 800 222-3111.

4

INSTALLATION

Standard electrical outlet

Modular telephone wall jack

Strain-relief tab

Power cord

Telephone line cord

6 **Connect the line cord to a modular jack.**

7 **Connect the power cord to a standard electrical outlet not controlled by a wall switch.**
   NOTE: *When you first plug in the power cord, the screen displays* WHICH LANGUAGE?. *Follow the programming steps on page 8 after installation is complete.*

8 **Connect the handset to the telephone.**
   Plug the coiled cord into the handset jack on the side of the phone. Plug the other end of the coiled cord into the handset, then hang up.

9 **Check for dial tone.**
   Lift the handset and listen for a dial tone. If you cannot hear a dial tone, press VOLUME ▲. If you still do not hear a dial tone, see the IN CASE OF DIFFICULTY section of this manual.

Your phone will work immediately after installation using the default feature settings (see "Feature Summary" on page 10).

NOTE: *If you subscribe to Caller ID services from your local telephone service provider, you must follow the instructions in "Set Home Area Code" for your phone to properly recognize and dial calls (see page 8) . You may also need to "Set Local Area Codes" (see page 9).*
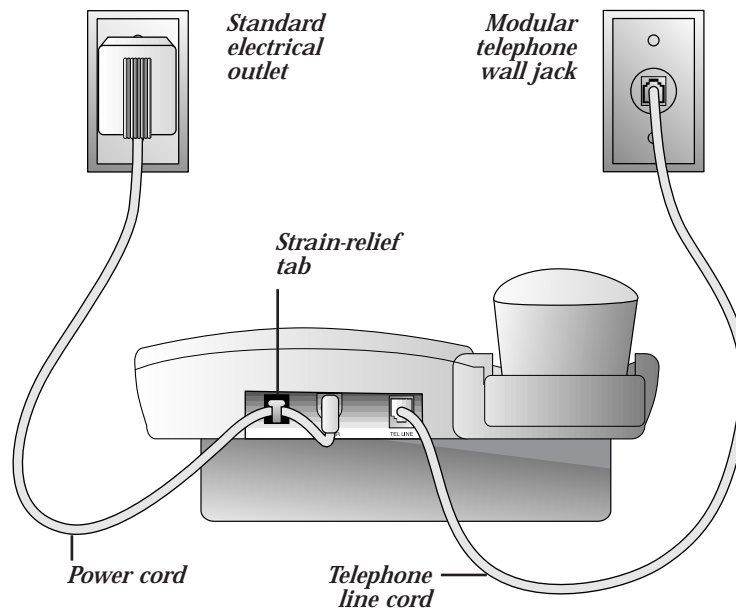
5

INSTALLATION

Wall Installation

1   **Set the dial mode.**
This phone comes set for tone dialing. If you have pulse dialing
service, you cannot dial numbers with the phone set to tone. Set
the switch on the underside of the base to **TT** (touch tone) or **DP**
(dial pulse/rotary), depending on your service.

2   **Connect the line cord to the telephone**
Plug the short line cord into the jack labeled **TEL LINE**, then
thread it through the channel on the bottom of the set.
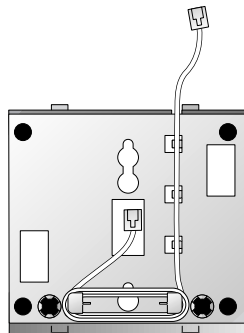
3   **Attach the base to the telephone.**
Make sure the pull-out feet are not extended. Turn the base so that
the larger end is toward the bottom of the telephone. Attach the
base by inserting the tabs into the slots. Push down on the large
end of the base so the tabs are in the slots, and the base locks in
place. Pull the loose end of the line cord through the rectangular
opening on the bottom of the base.

Slot   *Slot*

3a   **3b**
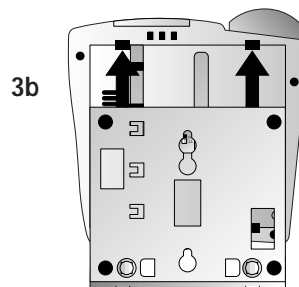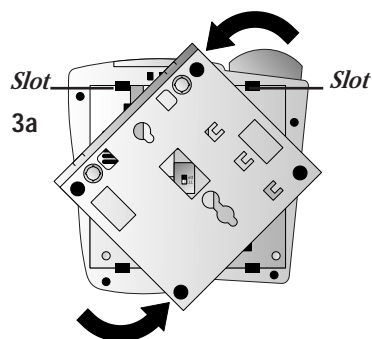
INSTALLATION

4 Reverse the handset tab.
This tab holds the handset when you hang up. Hold down the switchhook, and slide the tab up and out of its slot. Turn the tab so that the end with the "hook" is up. Then insert the tab back into its slot.

Switchhook
Handset tab

5 Plug the power cord into the jack labeled POWER.
(Make sure the plug is vertically oriented.)

⚠ Use only the power cord supplied with this product.
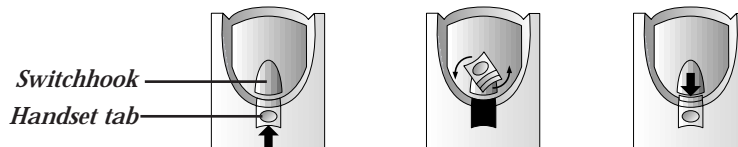If you need a replacement, call 1 800 222-3111.

6 Connect the line cord to a modular wall jack and mount the phone on the wall jack.
Make sure the cord snaps firmly into place. Place the phone on the wall jack mounting studs and pull down until it is held securely.

Mounting studs
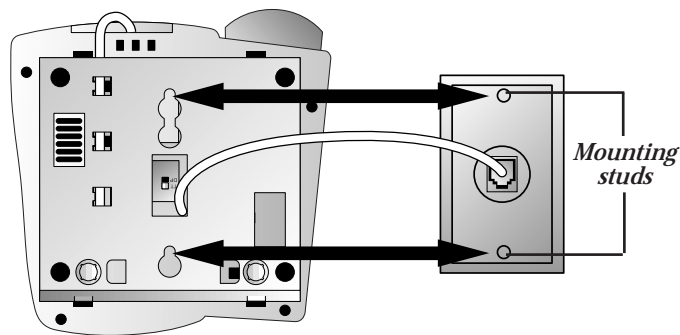
7 Follow Steps 7–9 in "Table/Desk Installation."

FEATURE SETTINGS

NOTE: *You can exit feature setup at any time by holding* OPTIONS *for about two seconds, or by lifting the handset when there is no incoming call. The order features appear in the menu changes after initial setup. For complete feature setup, see pages 10 and 11.*

Language Selection

You can select ENGLISH or ESPANOL (Spanish) as the language in which your Caller ID information is displayed. When you first plug in the power cord, the screen displays:

> WHICH LANGUAGE?

1 Press CALL LIST ▲ until the screen displays your language selection.

2 Press OPTIONS . You will see the Home Area Code setup screen.

Set Home Area Code

You must program your area code, so your phone can properly recognize and dial calls.

If for calls within your area code	You dial	Enter in Step 2
	7 digits (phone number, no area code)	Your home area code
	10 digits (area code + phone number) — OR — 11 digits (1 + area code + phone number)	0 0 0

1 Press OPTIONS until the screen displays:

> HAC-___
> HOME AREA CODE?

2 Use the keypad to enter the three digits of your home area code.

3 Press OPTIONS .

8

FEATURE SETTINGS

Set Local Area Codes
You can program up to four local area codes.

If for	You dial	Enter in Step 2
All calls outside your area code	11 digits (⒈ + area code + phone number)	No local area codes
Some calls outside your area code	10 digits (area code + phone number)	Area codes that do not require a "1"
If you dial 10 digits (area code plus phone number) for calls within your own area code, include your area code as a local area code.		

1 Press and release �⎕ℤℤℤℤℤ⎕ until the screen displays:

```
     LAC1-___
LOCL AREA CODE?
```

2 Use the keypad to enter the three digits of the first local area code. The screen prompts you for the next local area code (LAC2-, LAC3-, LAC4-).

3 Press `OPTIONS` when you are finished.

Set Contrast
Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).

1 Press and release `OPTIONS` until the screen displays SET CONTRAST.

2 Press CALL LIST ▲ or CALL LIST ▼ until the screen displays the contrast level you prefer.

3 Press `OPTIONS`.

Set Time/Date
NOTE: *The time/date are automatically reset each time new call information is received. Incorrect time/date will be corrected with next incoming call.*

1 Press and release `OPTIONS`. The screen displays ENTER TIME?.

2 Use the numbers on the keypad to enter the time. Press ▲ to select AM; press ▼ to select PM (the screen may not display PM until you have finished setting the time).

3 Use the numbers on the keypad to enter the date. For example, press ⓪⑥⓪⑤ to enter June 5. (Zeroes are not displayed.)

4 Press `OPTIONS` to move to the next feature
     — OR —
     Wait 30 seconds for the phone to return to standby.

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FEATURE SETTINGS

Set Remaining Features

You can customize how the features of this product work.

1 Press and release ⌈OPTIONS⌉ until the screen displays the feature you want to set.

2 Press CALL LIST ▲ or CALL LIST ▼ until the screen displays your selected setting. Refer to the "Feature Summary" for a full description of the features and your choices.

3 Press ⌈OPTIONS⌉.

This saves your selection and automatically moves you to the next option. The phone returns to standby unless you make a selection within 30 seconds. When you finish setting options, wait 30 seconds for the phone to return to standby.

***NOTE:** If you subscribe to telephone company Message Waiting service (sometimes called voice mail), you must turn the VMW feature on each time you change any feature setting. This feature is automatically turned off each time you press ⌈OPTIONS⌉ to enter feature setup.*

Feature Summary

Default settings indicated by *****.

Feature/Options:	Choice:
ENTER TIME	Set the time and date.
SET VMW OFF/ON	Set for whether you subscribe to telephone company Message Waiting service.
OFF *	You do not subscribe.
ON	You do subscribe.
VMW RESET YES * NO	Turn Stutter Detect ON. (It turns off with FSK reception.)
VMW LOCK	Check with your phone service provider for more information about signal requirements.
NO *	System turns off Stutter Detect for message waiting.
YES	System receives both Stutter Detect and FSK signals.

FEATURE SETTINGS

Feature/Options:	Choice:
CALL HISTORY	Choose which incoming calls are displayed.
ALL CALLS *	The screen displays all calls received.
NO CALLS	The screen displays no call history.
UNANS. CALLS	The screen displays only those calls you (or an answering system) did not answer.
REPEATED CALLS	Choose how calls from the same number are displayed.
COMBINED *	The display shows the most recent call from this number, and **REP** is displayed.
SEPARATE	Each call from this number is listed separately.
CALL LIST ORDER	Choose in what order calls are displayed.
BY TIME *	Reverse order. Last call received is displayed first.
NEW CALLS FIRST	Unreviewed calls are displayed first, then calls by time.
CALL WAITING	Set for the type of service to which you subscribe.
ON *	For Type II service (screen displays information about call waiting calls).
OFF	For Type I service (screen does not display information about call waiting calls). Also choose this setting if you do not subscribe to any Caller ID services or if you have data equipment connected in series with the phone.
SET CONTRAST 1 2* 3 4	Adjust screen lighting to a comfortable level, from 1 (light) to 4 (dark).
WHICH LANGUAGE ENGLISH * ESPANOL	Choose whether the display appears in English or Spanish.
SET HOME AREA CODE HOME AREA CODE?	Set phone to recognize calls from your area code.
SET LOCAL AREA CODES LOCL AREA CODE? LAC1...4	Program up to four area codes that do not require dialing a "1" before them.
VMW LIGHT RESET LIGHT ON LIGHT OFF *	Reset the NEW CALL light to off if it flashes after you have reviewed all voice mail messages.

TELEPHONE OPERATION
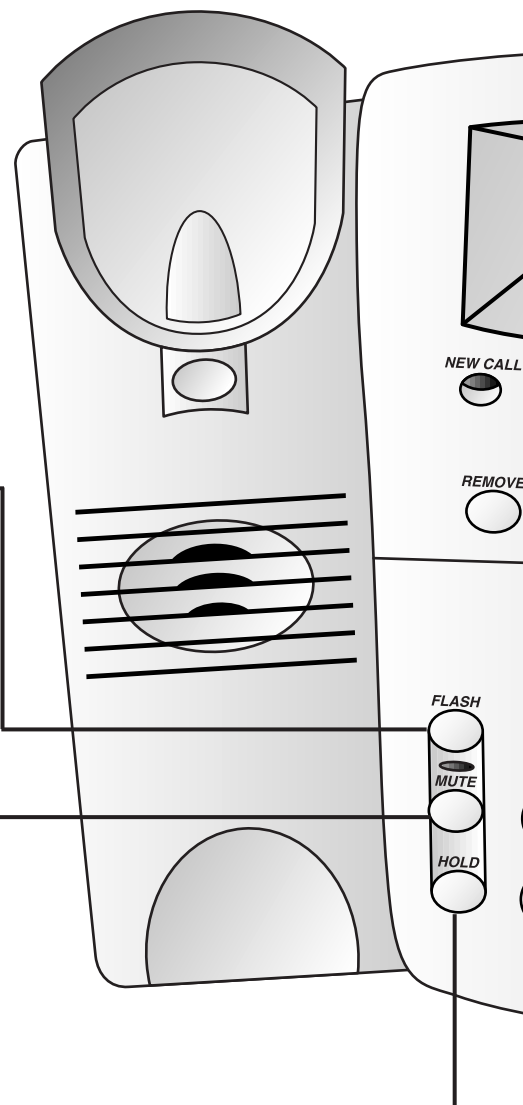
NEW CALL

REMOVE

Flash/Call Waiting
Press to connect to the
new call when you
receive a call waiting
signal. Press again to
return to original call.
Also use to access other
phone company
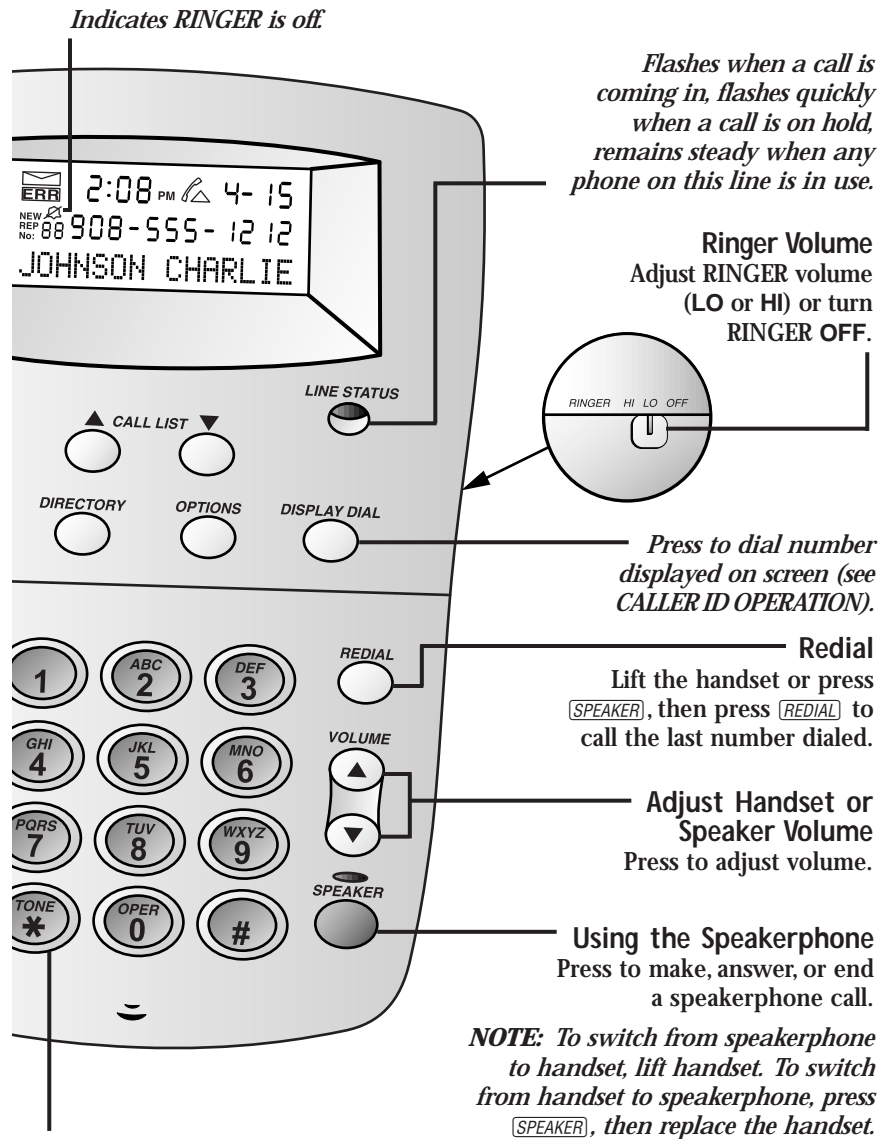subscriber services.

FLASH

MUTE

Mute
Press to prevent the other
person from hearing you
(you will still be able to
hear the other person).
The MUTE light turns on.
To return to two–way
conversation, press MUTE
again.

HOLD

Hold
Press to put a call on hold.
To return to the call,
press HOLD again,
press SPEAKER, or
lift the handset.

TELEPHONE OPERATION

Indicates RINGER is off.

Flashes when a call is coming in, flashes quickly when a call is on hold, remains steady when any phone on this line is in use.

⊠
ERR   **2:08** PM ⚞ **4-15**
NEW
REP **88 908-555-1212**
No:
JOHNSON CHARLIE

LINE STATUS

Ringer Volume
Adjust RINGER volume
(**LO** or **HI**) or turn
RINGER **OFF**.

RINGER   HI LO OFF

▲ *CALL LIST* ▼

DIRECTORY   *OPTIONS*   *DISPLAY DIAL*

Press to dial number displayed on screen (see CALLER ID OPERATION).

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
TONE ✳	OPER 0	#

REDIAL

Redial
Lift the handset or press
[SPEAKER], then press [REDIAL] to
call the last number dialed.

VOLUME
▲
▼

Adjust Handset or Speaker Volume
Press to adjust volume.

SPEAKER

Using the Speakerphone
Press to make, answer, or end
a speakerphone call.

NOTE: To switch from speakerphone to handset, lift handset. To switch from handset to speakerphone, press [SPEAKER], then replace the handset.

Temporary Tone Dialing
If you have dial pulse (rotary) service, you can change from dial pulse to touch
tone dialing during a call by pressing ✳. This is useful if you need to send
touch tone signals for access to telephone banking or long distance services.
   1 Dial the number.
   2 Press ✳. Buttons pressed after this send touch tone signals.
   3 After you hang up, the phone automatically returns to dial pulse service.

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TELEPHONE DIRECTORY

This telephone can store up to 50 telephone numbers (and names) that you can dial just by pressing (DIRECTORY), a directory location, and (DISPLAY DIAL). When entering a number or name, you can use CALL LIST ▼ to backspace.

Storing Directory Numbers & Names

If you choose to store a name with a telephone number in the directory, you must then store names with all directory entries.

1   Press (DIRECTORY), then (OPTIONS).

```
ENTER NUMBER
```

2   Dial the telephone number you want to store (up to 24 digits)
— **OR** —
Press (REDIAL) to store the last number dialed.

3   Press (DIRECTORY).

4   Use the chart below to enter a name up to 15 characters (use CALL LIST ▼ to backspace and CALL LIST ▲ to advance or add a space); then press (DIRECTORY) to store the name and number.

Dial Key	Presses				
	1	2	3	4	5
①	1				
②	A	B	C	2	
③	D	E	F	3	
④	G	H	I	4	
⑤	J	K	L	5	
⑥	M	N	O	6	
⑦	P	Q	R	S	7
⑧	T	U	V	8	
⑨	W	X	Y	Z	9
✱	*				
⓪	0				
#	#				

NOTE: Entries cannot be edited after screen displays STORED.

TELEPHONE DIRECTORY

Storing a Pause or Flash in a Directory Number

Press ▲ twice to store a pause in the dialing sequence (the screen displays P).
Press [FLASH] to store a press of the flash button (the screen displays F).

Storing Call History Numbers in Directory

1   Press CALL LIST ▲ or CALL LIST ▼ to scroll through the call history.

2   Press [DIRECTORY] to store displayed call information in the telephone directory. The screen displays STORED.

3   Press [DIRECTORY] to exit.

Viewing Directory Numbers

1   Press [DIRECTORY].

2   Press CALL LIST ▲ or CALL LIST ▼ to scroll through an alphabetical list of numbers/names stored in the telephone directory
         — OR —
         use the keypad and the chart on page 14 to enter the first character of the name you want to view, then press CALL LIST ▲ if needed to move to the desired name.

3   Press [DIRECTORY] to exit.

Dialing Directory Numbers

1   Follow directions above to view a directory number.

2   Press [DISPLAY DIAL] to make the call. The speakerphone is activated.

3   Lift the handset to switch from speakerphone to handset.

Deleting Directory Numbers

1   Follow directions above to view a directory number.

2   Press [REMOVE]. The screen displays:

```
CALL REMOVE?
```

3   Press [REMOVE] again to confirm. The screen displays:

```
DELETED
```

15

CALLER ID OPERATION

Message Waiting and NEW CALL Light
Stays on when you have received call information but have not yet reviewed it. If you subscribe to a voice mail service, light flashes when you have unretrieved messages waiting.

NEW CALL

Removing Call Records

REMOVE

Removing a Specific Record

1 Press CALL LIST ▲ or CALL LIST ▼ to display call record you want to remove.

2 Press and release [REMOVE]. Screen displays REMOVE CALL?.

3 Press [REMOVE] again.

Removing All Calls

1 Press CALL LIST ▲ or CALL LIST ▼ to enter Call History.

2 Press and hold [REMOVE] for about two seconds. Screen displays REMOVE ALL?.

3 Press and hold [REMOVE] for about two seconds to remove all calls.

NOTE: Once a call is removed from Call History, it cannot be retrieved.

FLASH

MUTE

HOLD

16
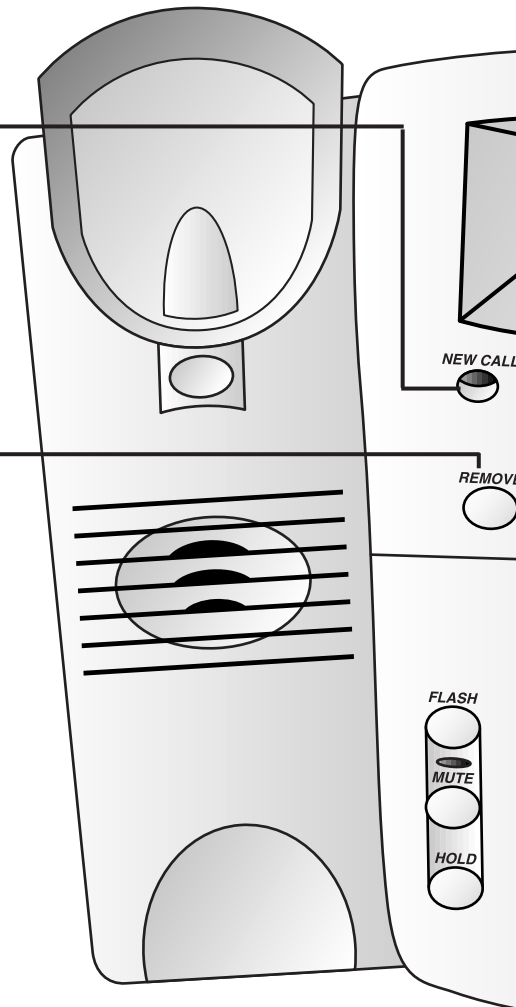
CALLER ID OPERATION

Call Display

Between the first and second rings, screen displays:
- **Caller's name (15 letters are sent by your phone company)**
- **Caller's area code and telephone number (area code not displayed if programmed as Home Area Code)**
- **Time and date of the call**
- **Call's position in call history.**

Call information is displayed for about 30 seconds.

Reviewing Call History

To review earlier calls, press CALL LIST ▼.

To advance through call history from an earlier call, press CALL LIST ▲. When you reach the end of call history, the screen displays END OF LIST, then begins again.
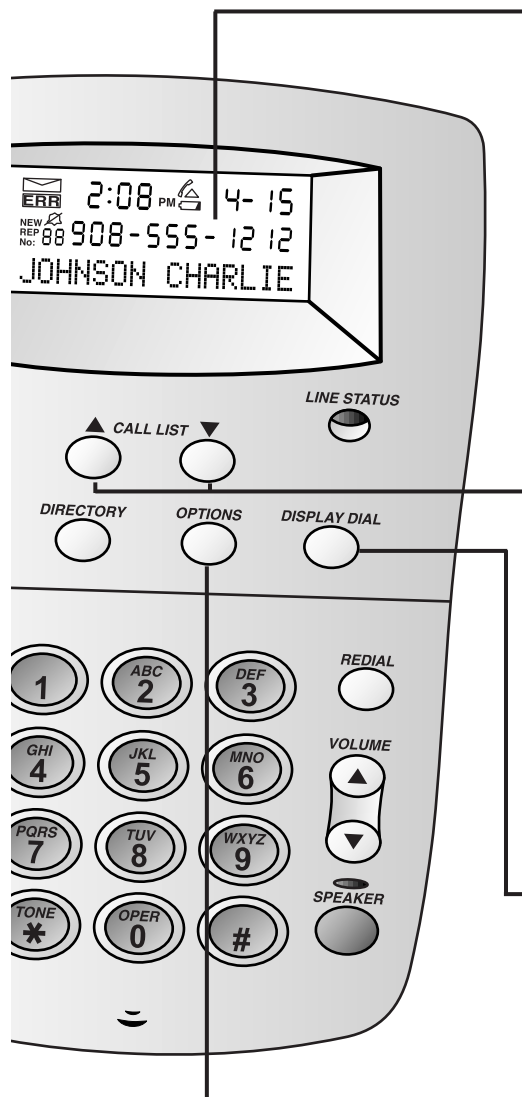
Display Dial
- **Press to call the displayed number.**
- **The screen shows the number being called, the speakerphone is activated, and the call is dialed.**
- **If the screen displays ERROR PRESENT or NO NUMBER, the present number cannot be dialed.**
- **You cannot use this feature to dial PRIVATE calls.**

Display Dial Options

While number is displayed, press to scroll through choices for dialing (without area code, with area code, with 1 plus area code).

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CALLER ID OPERATION

*Indicates you have
unreviewed voice mail*

*Time call
was received*

*Flashes when line is ringing,
remains steady when this
phone or another phone on
the same line is in use*

*Indicates error in
transmission from
phone company*

*Indicates unreviewed
call information*

Indicates repeat call

2:08 PM 4-15

NEW
REP
No: 88 908-555-1212

JOHNSON CHARLIE

*Date call
was received*

*Caller's telephone
number*

*Position of call
in call history*

Caller's name

Setting Display Screen Options
You can customize how the Caller ID features of this product work.

See "Set Remaining Features" on page 10 for instructions. For options, see
Call History, Repeated Calls, and Call List Order in the "Feature Summary"
on pages 10 and 11.

Display Screen Messages

Screen Displays:	When:
PRIVATE NAME	The other party is blocking name information.
PPP	The other party is blocking number information.
PRIVATE CALLER	The other party is blocking name and number information.
UNKNOWN NAME	Your phone company is unable to receive information about this caller's name.
UUU	Your phone company is unable to receive information about this caller's number.
UNKNOWN CALLER	Your phone company is unable to receive information about this caller's name and number.
EXTENSION USED	An extension phone on this line is being used, so call information cannot be received.

IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below.
For Customer Service, visit our website at *www.telephones.att.com* or call
1 800 222–3111. **Please retain your receipt as your proof of purchase**.

No Dial Tone

• Make sure all plugs are connected properly. Inspect the line cord
connections at the modular jack and at the telephone. Also inspect the
coiled handset cord connections at both ends.

• Unplug the telephone and connect it to another modular jack. If it still
does not work, and other telephones in your home are working, the
problem is with this telephone.

Call Cannot Be Dialed or Is Dialed Slowly

• Make sure you choose the correct dial mode (see FEATURE
SETTINGS). If you have dial pulse service, you cannot dial numbers
with the phone set to touch tone dialing.

• If you have just used the Temporary Tone feature, leave the handset on
the base for a few seconds before making another call.

Telephone Does Not Ring

• Make sure the RINGER switch is not set to OFF.

• If there are several other telephones on the same line, try
disconnecting some of the other telephones. Having too many
telephones connected can also create problems such as low ringer
volume or impaired sound quality during calls.

Difficulty Storing Numbers in Memory

• Make sure you are pressing the correct sequence of buttons for storing
numbers.

• If you are interrupted by a recorded announcement telling you to hang
up or by a loud buzzing noise, hang up and try to enter the number
more quickly.

• Try calling the number you want to store in memory. When the call is
ended, press DIRECTORY , OPTIONS , REDIAL .

• If someone lifts an extension phone while you are storing numbers in
memory, programming might be interrupted. Make sure all extensions
are on hook while storing numbers in memory.

IN CASE OF DIFFICULTY

Message Waiting/New Call Light Stays On
• Make sure you have reviewed all calls.
• Unplug the power cord for 10 seconds, then plug it back in.

Message Waiting/NEW CALL Light Flashes
• Make sure you have reviewed all telephone company voice mail.
• Reset the voice mail waiting indicator. Press and release OPTIONS until the screen displays VMW RESET, press CALL LIST ▲ or CALL LIST ▼ until the screen displays OFF, then press OPTIONS and wait 30 seconds for the phone to return to standby.

Screen is Blank
• Make sure line and power cords are correctly connected.
• You must subscribe to service from your local phone service provider to see call information on the screen (see "About Caller Identification" in BEFORE YOU BEGIN).

Screen Displays ERR
The phone has received incomplete or corrupted caller identification information from the telephone company. The phone will display as much information as possible.

Screen Displays Extension Used, and None Are
Check all line cord connections.

No Caller ID Information While on a Call
• Make sure your service provides Caller ID information while you are on a call. This is sometimes known as "Caller ID on Call Waiting," or "Type II Caller ID."
• Make sure you have the Call Waiting feature on this phone set to ON (see "Feature Summary" in FEATURE SETTINGS).
• The phone cannot display the information if another phone on the same line is in use. Make sure all extensions are on hook.

Screen Displays Wrong Date
• The date will be corrected with the next incoming call.
• You can correct the date manually by following the directions on page 9.